

DEPARTMENT OF BENEFIT PAYMENTS
744 P Street, Sacramento, CA 95814



May 16, 1978

ALL-COUNTY LETTER NO. 78-19 (Administrative Support)

TO: ALL COUNTY WELFARE DIRECTORS

ATTENTION: ELIGIBILITY CONTROL STAFF

SUBJECT: QUALITY CONTROL

REFERENCE: Supersedes All-County Letter 74-20

Many counties have been requesting information outlining the procedures that State Quality Control (QC) analysts follow when an error is found in reviewing a case in the county. In addition, what procedure to follow when the county agrees or disagrees with the State QC analysts' findings.

When the State QC analyst reviews a case the proper county personnel will be notified by letter, stating the differences found and requesting the county to reply within two weeks, as to whether they agree or disagree with the analysts' findings.

If the county disagrees with the case findings, they should write State QC as soon as possible but no later than two weeks stating the nature of the disagreement. Our analysts have been instructed to give priority to reviewing, evaluating, and responding to these disagreements. If the county continues to disagree with the second finding, the county should refer the problem to the Chief, County Evaluation Branch, 744 P Street M.S. 19-10, Sacramento, California 95814. If the county does not refer the disagreement to Sacramento within two weeks, the State analysts' decision will be considered final. The two week response requirements are necessary in order for reviewed cases to be processed to meet reporting deadlines established by HEW. Based upon the county's presentation and applicable policy(s), the State Department of Benefit Payments will make the final decision and notify the county.

Sincerely,

A handwritten signature in cursive script, appearing to read 'G. Adams'.

GARY G. ADAMS
Deputy Director
Audit and Evaluation Division

cc: CWDA